

1 **In the claims:** The only changes are the cancellation of claim 27 and a correction of a
2 typographical error on claim 79. Please amend the claims as follows:

- 1 1. A method for use in processing management information, comprising:
2
3 acquiring a first set of computer data representing a model of an organization of
4 people, the model having fundamental components, the first set of computer data
5 including data items representing the fundamental components;
6
7 associating the first set of computer data with a second set of computer data
8 representing a portfolio of management concepts; and
9
10 issuing a report of management concepts based on the second set of computer
11 data, the report being sorted by fundamental component.
- 1 2. The method of claim 1, wherein the fundamental components include an enterprise
2 component and at least one of the data items represents the enterprise component and
3 describes an operating environment for the organization of people.
- 1 3. The method of claim 2, wherein the at least one of the data items describes market
2 trends.
- 1 4. The method of claim 2, wherein the at least one of the data items describes a
2 competitor of the organization of people.
- 1 5. The method of claim 2, wherein the at least one of the data items describes technology
2 available to the organization of people.

- 1 6. The method of claim 1, wherein the fundamental components include an customer
2 component and at least one of the data items represents the customer component and
3 includes customer information for the organization of people.
- 1 7. The method of claim 6, wherein the at least one of the data items describes a product
2 to be provided to a customer.
- 1 8. The method of claim 6, wherein the at least one of the data items describes a
2 relationship to be maintained between the organization of people and a customer.
- 1 9. The method of claim 6, wherein the at least one of the data items describes a service to
2 be provided to a customer.
- 1 10. The method of claim 1, wherein the fundamental components include a processes
2 component and at least one of the data items represents the processes component and
3 describes processes to be executed by the organization of people.
- 1 11. The method of claim 10, wherein the at least one of the data items describes a
2 manufacturing process.
- 1 12. The method of claim 10, wherein the at least one of the data items describes a sales
2 process.
- 1 13. The method of claim 10, wherein the at least one of the data items describes a
2 customer service process.
- 1 14. The method of claim 10, wherein the at least one of the data items describes a
2 development process

- 1 15. The method of claim 1, wherein the fundamental components include a capabilities
2 component and at least one of the data items represents the capabilities component and
3 describes capabilities of the organization of people.
- 1 16. The method of claim 15, wherein the at least one of the data ' items describes a
2 facility of the organization of people.
- 1 17. The method of claim 15, wherein the at least one of the data items describes a person
2 who is a member of the organization of people.
- 1 18. The method of claim 15, wherein the at least one of the data items describes a
2 supplier to the organization of people.
- 1 19. The method of claim 1, wherein the fundamental components include an economics
2 component and at least one of the data items represents the economics component and
3 includes economic information for the organization of people
- 1 20. The method of claim 1, wherein the management concepts include an idea for
2 improving an aspect of the organization of people and the second set of computer data
3 includes a description of the idea.
- 1 21. The method of claim 1, wherein the management concepts include a management
2 initiative for the organization of people and the second set of computer data includes a
3 description of the management initiative.
- 1 22. The method of claim 1, wherein the management concepts include a management
2 objective for the organization of people and the second set of computer data includes a
3 description of the management objective.

1 23. The method of claim 1, wherein the management concepts include a project in the
2 organization of people and the second set of computer data includes a description of the
3 project.

1 24. The method of claim 1, wherein the management concepts include attributes
2 described in the second set of computer data, and the report is sorted by attribute.

1 25. The method of claim 24, wherein the attributes include a status attribute described in
2 the second set of computer data.

1 26. The method of claim 24, wherein the attributes include a relative importance attribute
2 described in the second set of computer data.

1
2 **Please cancel claim 27** ✓
3

1 28. The method of claim 1, wherein the management concepts are organized
2 hierarchically and the second set of computer data includes a description of the hierarchy.

1 29. The method of claim 28, wherein achievement of a first of the management concepts
2 is dependant on achievement of a second of the management concepts, and the second set
3 of computer data describes a hierarchical relationship between the first and the second of
4 the management concepts.

1 30. The method of claim 1, further comprising:
2 associating a knowledge source with at least one of the management concepts;
3 and
4 providing a pointer to the knowledge source in the second set of computer data.

1 31. The method of claim 1, further comprising:
2 associating an electronic mail forum with at least one of the management concepts;
3 and

4 providing a pointer to the electronic mail forum in the second set of computer data.

1 32. The method of claim 1, further comprising:

2 formatting the report in accordance with World Wide Web protocols; and
3 accepting information via a computer network based on World Wide Web protocols from
4 a member of the organization of people.

1 33. The method of claim 1, further comprising: providing multiple members of the
2 organization of people with substantially simultaneous editing access to the model of the
3 organization of people;

4 receiving, from at least one of the multiple members having editing access, a request
5 for a change to the model of the organization of people; and

6
7 substantially instantaneously implementing the requested change by executing a
8 procedure that includes altering at least one of the first and second sets of computer data.

1 34. The method of claim 1, further comprising:

2
3 in the report, indicating that a first of the management concepts is not related to a second
4 of the management concepts;

5
6 accepting a description of a relationship between the first and second management
7 concepts; and

8
9 changing the second set of computer data to reflect the relationship between the first and
10 second management concepts.

1 35. The method of claim 34, wherein the relationship includes a hierarchical relationship
2 in which achievement of the first management concept is dependent on achievement of.
3 the second management concept.

1 36. A data processing system for use in processing management information, comprising:
2 a computer;
3 a storage device for storing data on a storage medium;
4 a first logic circuit configured to acquire a first set of computer data representing a
5 model of an organization of people, the model having fundamental components, the first
6 set of computer data including data items representing the fundamental components;
7 a second logic circuit configured to associate the first set of computer data with a
8 second set of computer data representing a portfolio of management concepts; and
9 a third logic circuit configured to issue a report of management concepts based on
10 the second set of computer data, the report being sorted by fundamental component.

1 37. Computer software, residing on a computer readable medium, for use in processing
2 management information, the computer software comprising instructions for causing a
3 computer to:
4
5 acquire a first set of computer data representing a model of an organization of
6 people, the model having fundamental components, the first set of computer data
7 including data items representing the fundamental components;
8
9 associate the first set of computer data with a second set of computer data representing a
10 portfolio of management concepts; and
11
12 issue a report of management concepts based on the second set of computer data, the
13 report being sorted by fundamental component.

1 38. A method for use in processing management information for managing a customer
2 relationship, comprising:
3
4 acquiring a first set of computer data representing a model of the customer relationship,
5 the model having fundamental components, the first set of computer data including data
6 items representing the fundamental components;

7 associating the first set of computer data with a second set of computer data representing
8 a portfolio of management concepts; and
9
10 issuing a customer management report of management concepts based on the second set
11 of computer data, the customer management report being sorted by fundamental
12 component.

1 39. The method of claim 38, wherein the fundamental components include a customer
2 component and at least one of the data items represents the customer component and
3 includes customer information for the customer relationship.

1 40. The method of claim 39, wherein the customer information includes a description of a
2 customer segment.

1 41. The method of claim 39, wherein the customer information includes a description of a
2 customer product.

1 42. The method of claim 39, wherein the customer information includes a description of a
2 customer service.

1 43. The method of claim 38, wherein the fundamental components include a process
2 component and at least one of the data items represents the process component and
3 includes process information for the customer relationship.

1 44. The method of claim 43, wherein the process information describes a process to be
2 executed by at least one person to advance the customer relationship.

1 45. The method of claim 43, wherein the process information describes a process that
2 includes identifying a customer need.

1 46. The method of claim 43, wherein the process information describes a process that
2 includes identifying an entity that is important to the customer relationship.

1 47. The method of claim 43, wherein the process information describes a process that
2 includes identifying a possible solution for a customer in the customer relationship.

1 48. The method of claim 43, wherein the process information describes a process that
2 includes identifying a benefit to a customer in the customer relationship.

1 49. The method of claim 43, wherein the process information describes a process that
2 includes striving to achieve sole source status with a customer in the customer
3 relationship.

1 50. The method of claim 43, wherein the process information describes a process that
2 includes striving to achieve a customer confidant status with a customer in the customer
3 relationship.

1 51. The method of claim 43, wherein the process information describes a process that
2 includes striving to outperform a competitor in the customer relationship.

1 52. The method of claim 38, wherein the fundamental components include a capabilities
2 component and at least one of the data items represents the capabilities component and
3 includes capabilities information for the customer relationship.

1 53. The method of claim 52, wherein the capabilities information describes a capability
2 that is needed for meeting a client requirement.

1 54. The method of claim 52, wherein the capabilities information describes a capability
2 that includes geographic coverage.

1 55. The method of claim 52, wherein the capabilities information describes a capability
2 that includes a technical skill.

1 56. The method of claim 52, wherein the capabilities information describes a capability
2 that includes providing a helpful partner.

1 57. The method of claim 52, wherein the capabilities information describes a capability
2 that includes a relationship management skill.

1 58. The method of claim 52, wherein the capabilities information describes a capability
2 that includes a technology that is important to a customer.

1 59. The method of claim 38, wherein the fundamental components include an economics
2 component and at least one of the data items represents the economics component and
3 includes economics information for the customer relationship.

1 60. The method of claim 59, wherein the economics information includes a description
2 of an economic potential of the customer relationship.

1 61. The method of claim 59, wherein the economics information includes a description of
2 a profit and loss aspect of the customer relationship.

1 62. The method of claim 59, wherein the economics information includes a description of
2 an investments aspect of the customer relationship.

1 63. A method for use in processing management information for managing a program
2 management office, comprising:
3
4 acquiring a first set of computer data representing a model of the program
5 management office, the model having fundamental components, the first set of computer
6 data including data items representing the fundamental components;

7 associating the first set of computer data with a second set of computer data representing
8 a portfolio of management concepts; and
9
10 issuing a program management report of management concepts based on the second set
11 of computer data, the program 'management report being sorted by fundamental
12 component:

1 64. The method of claim 63, wherein the fundamental components include a customer
2 component and at least one of the data items represents the customer component and
3 includes customer information for the program management office.

1 65. The method of claim 64, wherein the customer information includes a description of
2 an internal customer.

1 66. The method of claim 64, wherein the customer information includes a description of
2 an external customer.

1 67. The method of claim 64, wherein the customer information includes a description of a
2 product.

1 68. The method of claim 64, wherein the customer information includes a description of a
2 service.

1 69. The method of claim 63, wherein the fundamental components include a process
2 component and at least one of the data items represents the process component and
3 includes process information for the program management office.

1 70. The method of claim 69, wherein the process information describes a process to be
2 executed by at least one person to help meet a commitment to a customer.

1 71. The method of claim 69, wherein the process information describes a process that
2 includes identifying a customer need.

1 72. The method of claim 69, wherein the process information describes a process that
2 includes identifying an entity that is important.

1 73. The method of claim 69, wherein the process information describes a process that
2 includes a prioritization process.

1 74. The method of claim 69, wherein the process information describes a process that
2 includes a system delivery process.

1 75. The method of claim 69, wherein the process information describes a process that
2 includes an evaluation process.

1 76. The method of claim 69, wherein the process information describes a process that
2 includes a project management process.

1 77. The method of claim 69, wherein the process information describes a process that
2 includes performing a cost/benefit analysis.

1 78. The method of claim 69, wherein the process information describes a process that
2 includes an accountability process.

044 1 79. amended The method of claim ~~69~~ 9 wherein the process information describes a
2 process that includes providing metrics.

1 80. The method of claim 69, wherein the process information describes a process that
2 includes providing reporting.

- 1 81. The method of claim 69, wherein the process information describes a process that
2 includes providing risk management.
- 1 82. The method of claim 69, wherein the process information describes a process that
2 includes a staffing process.
- 1 83. The method of claim 69, wherein the process information describes a process that
2 includes a training process.
- 1 84. The method of claim 69, wherein the process information describes a process that
2 includes a decision making process.
- 1 85. The method of claim 63, wherein the fundamental components include a capabilities
2 component and at least one of the
- 1 86. The method of claim 85, wherein the capabilities information describes a capability
2 that that is needed for meeting a client requirement.
- 1 87. The method of claim 85, wherein the capabilities information describes a capability
2 that includes business unit coverage.
- 1 88. The method of claim 85, wherein the capabilities information describes a capability
2 that includes a technical skill.
- 1 89. The method of claim 85, wherein the capabilities information describes a capability
2 that includes providing a helpful partner.
- 1 90. The method of claim 85, wherein the capabilities information describes a capability
2 that includes a project management skill.

1 91. The method of claim 85, wherein the capabilities information describes a capability
2 that includes a technology that is important to a customer.

1 92. The method of claim 63, wherein the fundamental
2 components include an economics component and at least one of the data items
3 represents the economics component and includes economics information for the project
4 management office.

1 93. The method of claim 92, wherein the economics information includes a description of
2 expenses.

1 94. The method of claim 92, wherein the economics information includes a description of
2 revenue.

1 95. A method for use in processing management information for managing a scalable
2 process, comprising:

3
4 acquiring a first set of computer data representing a model of the scalable process, the
5 model having fundamental components, the first set of computer data including data
6 items representing the fundamental components;

7
8 associating the first set of computer data with a second set of computer data representing
9 a portfolio of management concepts; and

10

11 issuing a scalable process report of management concepts based on the second set of
12 computer data, the scalable process report being sorted by fundamental component.

1 96. The method of claim 95, wherein the fundamental components include a customer
2 component and at least one of the data items represents the customer component and
3 includes customer information for the customer relationship.

1 97. The method of claim 96, wherein the customer information includes a description of a
2 customer segment.

1 98. The method of claim 96, wherein the customer information includes a description of a
2 customer product.

1 99. The method of claim 96, wherein the customer information includes a description of a
2 customer service.

1 100. The method of claim 95, wherein the fundamental components include a process
2 component and at least one of the data items represents the process component and
3 includes process information for the scalable process.

1 101. The method of claim 100, wherein the process information describes a process to be
2 executed by at least one person to deliver a consistent quality customer service.

1 102. The method of claim 100, wherein the process information describes a process that
2 includes identifying a customer need.

1 103. The method of claim 100, wherein the process information describes a process that
2 includes identifying an economic factor.

1 104. The method of claim 100, wherein the process information describes a process that
2 includes developing a scenario.

1 105. The method of claim 100, wherein the process information describes a process that
2 includes evaluating a competitor.

1 106. The method of claim 100, wherein the process information describes a process that
2 includes identifying a trend.

1 107. The method of claim 100, wherein the process information describes a process that
2 includes pilot testing an option.

1 108. The method of claim 100, wherein the process information describes a process that
2 includes managing an expectation.

1 109. The method of claim 100, wherein the process information describes a process that
2 includes assessing a system need.

1 110. The method of claim 100, wherein the process information describes a process that
2 includes assessing an organizational need.

1 111. The method of claim 100, wherein the process information describes a process that
2 includes assessing a management practice.

1 112. The method of claim 100, wherein the process information describes a process that
2 includes suggesting an improvement.

1 113. The method of claim 100, wherein the process information describes a process that
2 includes developing a change management process.

1 114. The method of claim 100, wherein the process information describes a process that
2 includes selling a customer on a change.

1 115. The method of claim 100, wherein the process information describes a process that
2 includes developing an action plan.

1 116. The method of claim 100, wherein the process information describes a process that
2 includes maintaining a relationship.

1 117. The method of claim 95, wherein the fundamental components include a capabilities
2 component and at least one of the data items represents the capabilities component and
3 includes capabilities information for the scalable process.

1 118. The method of claim 117, wherein the capabilities information describes a capability
2 that is needed for meeting a client requirement.

1 119. The method of claim 117, wherein the capabilities information describes a capability
2 that includes geographic coverage.

1 120. The method of claim 117, wherein the capabilities information describes a capability
2 that includes a technical skill.

1 121. The method of claim 117, wherein the capabilities information describes a capability
2 that includes providing a helpful partner.

1 122. The method of claim 117, wherein the capabilities information describes a capability
2 that includes a customer management skill

1 123. The method of claim 95, wherein the fundamental components include an
2 economics component and at least one of the data items represents the economics
3 component and includes economics information for the scalable process.